e-People
User Guide

The following topics will be covered in this Guide:

- Accessing and Logging into e-People
- Navigating e-People
- Employee Self Service
- Employee Benefits
- Direct Deposit and Paycheque
- Support Resources & Contacts

Welcome to e-People

This e-People User Guide provides instructions on how to use the e-People system, basic navigation information, and a brief overview of the personal information accessible in e-People.

What is e-People?

e-People is a web-based Human Resources application designed for all employees in Covenant Health. It allows management and maintenance of employment information and Human Resources interactions. The Employee Self Service component allows employees to view and update their own personal Human Resources information online at any time.

e-People e-mail Notifications

All employees have a Covenant Health email address. You will receive notifications from e-People when important transactions take place. These transactions might include benefits changes, system notifications, request status updates, and employment application status changes.

What all employees can do with e-People?

Once an e-People account is activated, the Employee Self Service features will become available allowing employees to view, edit, and change personal information. Using e-People, employees will be able to:

- View and edit personal information, including name, emergency contacts and marital status;
- Access pension and other benefit information (including enrolling in benefits);
- Access online paycheque, direct deposit information, deduction and contribution information, as well as review job, salary and compensation history;
- View Covenant Health job postings and apply online with their existing, internal profile;
- Submit questions directly to the HR Contact Centre and access a knowledge base of information related to benefits, payroll, recruitment, etc.

Accessing & Logging into e-People

You will use your Covenant Health network access information (User ID and password) to log into e-People. Note: the first time you log into the Covenant Health network, you will be prompted to change your password. For more detailed information, refer to the Accessing e-People and Covenant Health Email Quick Reference Guide on the e-People QRG Resources pages on CompassionNet.

Logging into e-People for the First Time

The first time you access e-People you must be at a Covenant Health site connected to the network (Healthy network). For security purposes, you will be prompted to answer two of the four randomly asked questions. Note: you will also be required to answer two of the four questions when you login offsite (not at a Covenant Health site).

- The month and date of your birth;
- The city from your home address;
- The postal code from your home address; or
- Your employee ID number.

How do I Access e-People?

e-People may be accessed in three different ways:

1. CompassionNet on your Work Computer

2. The external Covenant Health website at www.covenanthealth.ca.
   Scroll to the very bottom of the page (under the site listing) and click the e-People link.


3. Through your home computer or other remote location by logging into my.compassionnet.ca.
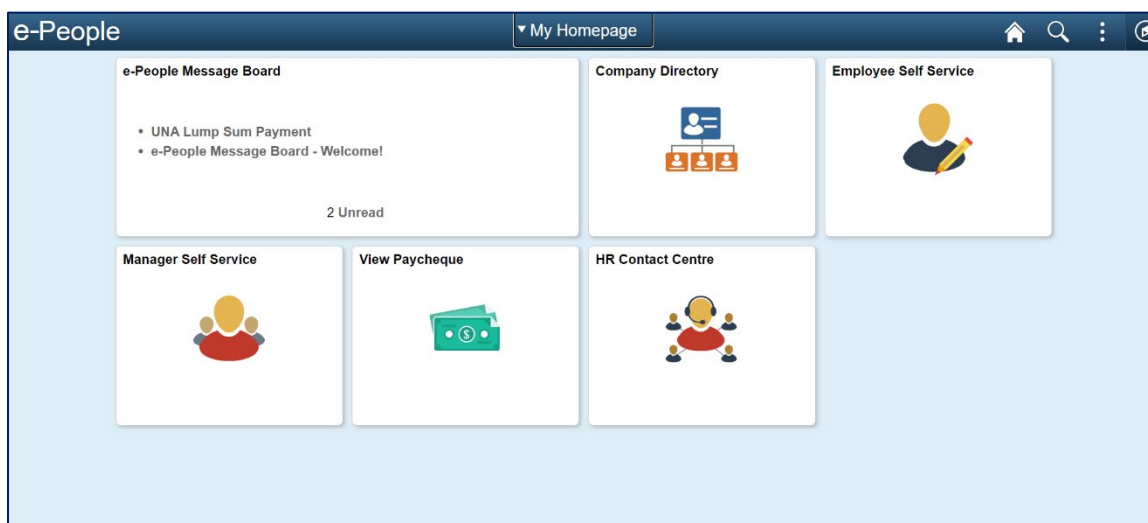
You will be prompted to enter you UserID and Password (this is the same as your login to the network) and click Sign In.

Note: After more than five failed attempts to log into e-People, you will be locked out. If you need assistance with your UserID and password contact your local IT helpdesk.
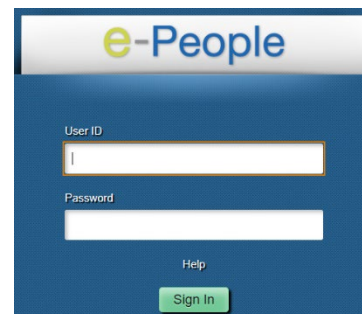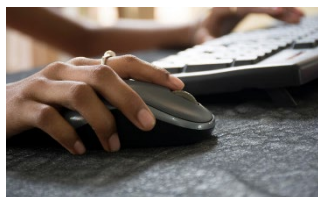
Navigating e-People

e-People Message Board	Provides important messages and updates related to the e-People system
Company Directory	You may search for other Covenant Health employees to view their contact and organizational chart information
Employee Self Service	Access to self service features including viewing personal and job information, making changes to your personal information (e.g. life event changes) or printing self service documents
Manager Self Service	Access to self service features for managing your employees including viewing employee personal and job information, approving requests (e.g. bank payouts, LOA), reporting, or submitting requests for processing (e.g. termination)
View Paycheque	Shortcut access to view paycheque
HR Contact Centre	Access to log into the HR Contact Centre portal where you will be able to view your HR Contact Centre Dashboard which includes new case creation, knowledge base search, to do's, case history, chat and much more
My Homepage link or Home Icon	Returns you back to the e-People My Homepage
Search Icon (magnifying glass)	Allows you to search for a specific page in e-People
Action Icon (three dots)	Access to properly sign out of e-People to prevent unauthorized access to your personal information
Compass Icon (NavBar)	Allows you to access Employee or Manager Self Service or extended menu (timekeepers), **Recent Places** (last five places you viewed) and **My Favorites** (allows you to add/edit your favorites)

Employee Self Service

These pages give you more access and control over your own HR-related information. You are able to view and, where applicable, edit some of your personal information. For more information, refer to the Quick Reference Guides on the e-People QRG's Resources page on CompassionNet.

My Homepage

Employee Self Service

Personal Information

Payroll and Compensation

Benefits

Learning and Development

Personal Development

Recruitment Activities

Documents

Manage Delegation

HR Contact Centre

Report Monitor

Personal Information
- Personal Information Summary
- Employee Job Information
- Home and Mailing Address, Phone Numbers, Email Addresses, Emergency Contacts, Marital Status, Name Change

Payroll and Compensation
- View Paycheque, Voluntary Deductions, Direct Deposit, Compensation History, View T4/T4A Slips
- Vacation/Comp Payout Request, Vacation/Comp Payout History, Retro Pay

Benefits
- Life Events (Birth/Adoption, Marriage/Common Law, Divorce/Separation/Widow)
- Benefits Summary, Dependent Coverage
- Manage Leave of Absence

Learning and Development
- Current Profile (Education and Qualifications) and Training Summary

Personal Development
- Skills Inventory
- Course Registration (Click on this link to be redirected to CLiC)

Recruitment Activities
- Apply for job opportunities

Documents
- View and print a variety of documents (e.g. employment verification letter)

Manage Delegation
- Accept proxy requests from a manager (if they delegate access to you)

HR Contact Centre
- Access the HR Contact Centre portal to review helpful knowledge articles and/or create an inquiry

Report Monitor
- Allows you to view, save, and print any reports that you generate

Employee Benefits

Under Employee Self Service > Benefits, employees have the ability to access, view, and update their benefits information online including:

- Enrol in benefits within 31 days of their employment start date. After the initial Benefits Enrolment period, the only times benefits can be changed are:
    - during an open enrolment;
    - when adding/removing dependents (spouse or child, overage dependent);
    - when a spouse loses benefits coverage or has a significant reduction in their benefits plan;
    - life event changes (e.g. marital status changes).

    For more information, refer to the Benefits and Life Event Quick Reference Guides on the e-People QRG's Resources pages on CompassionNet.
- View your Benefits Summary of current benefits such as Supplementary Health, Dental and insurance options.
- Review the personal information of your dependents under the Dependent Coverage Summary link.
- The Beneficiary Nomination form is available under Beneficiary Information or on the e-People Forms pages on CompassionNet. When making changes to beneficiaries, life insurance regulations require a signed form be submitted to the employer. Print and submit a completed Beneficiary Nomination Form to the location listed on the form. Changes to beneficiaries cannot be legally implemented until this form is received by Covenant Health Corporate Benefits.
- Update your benefits and/or dependents as a result of a life event such as marriage, divorce, birth of a child, adoption, etc. by going to the Life Events link.
- Submit and manage non-medical Leave of Absence requests that are more than 31 days in length through the Manage Leave of Absence link.

Direct Deposit & Paycheque

Up to three bank accounts can be set up for Direct Deposit. For more information, refer to the Direct Deposit – Adding/Editing Quick Reference Guide on the e-People QRG's Resources pages on CompassionNet.

Employees should use e-People Self Service to submit direct deposit enrolment or changes to Payroll, no later than 5 days after their start date. For security reasons changes or updates to your direct deposit information cannot be made from your home computer. To change or update your direct deposit information you must log on to a network computer.

It could take up to 2 weeks or a full pay period for any changes to take effect. Wait until you have received a pay cheque into newly added accounts before closing your old account, to avoid unnecessary delays in receiving payments.

Paycheques

All employees are able to view paycheques online and will not receive a paper pay stub. Employees are paid directly into their bank accounts via direct deposit.

With online paycheques, employees are able to:
- View their current paycheque two days before pay day on Wednesday.
- View their previous paycheques.
- View their bank balances for overtime, sick bank and vacation through the Employee Bank Balances link found at the bottom of the View Paycheque page.

Some employees will receive multiple paycheques (and separate deposits) for the same pay period under the following circumstances:
- they work two (2) or more positions with different wage loss plans and work them both in the same pay period. (e.g. part time and casual).
- they are employed by multiple employers within e-People (e.g. Covenant Health and AHS).

Employees receiving multiple paycheques processed for the same pay period will:
- View all paycheques on one page with the ability to select which one to be viewed.
- Have hours worked and paid for each position on separate paycheques.

For more information regarding your paycheque, refer to the Paycheque – Viewing, Saving and Printing Quick Reference Guide on the e-People QRG's Resources pages on CompassionNet.

Support & Contacts

Get answers to your questions
- Quick Reference Guides found on the e-People Resources Pages on CompassionNet
- Knowledge Base of frequently asked questions found on the HR Contact Centre Portal. You may also create, track and update information on cases for your HR-related inquiries or access the Live Chat feature.

Contacts

Employee Support – HR Contact Centre (HRCC)

Providing support for e-People Self Service and Non-management related HR Inquiries	HR Contact Centre Phone: 1.877.511.4455
	HRCC Portal: may be accessed through e-People or the e-People Resources page on CompassionNet